



Australian Government

Department of Education, Employment and Workplace Relations

PSPTIS602A Quality assure translations

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit describes the outcomes, skills and knowledge required to check and proof the translated text of another translator. Quality assurance should ensure that content is accurate, complete and correctly targeted to its intended end use, but should not infringe on the original translator's preferred writing style or altering the meaning of the source text. The unit requires the language and analytical skills to identify translation difficulties and transfer errors, and the research skills to source information that will clarify content issues. The unit also requires the interpersonal skills to collaborate with original translators in producing final versions of translated texts. Specialist subject knowledge and technical skills will inform the work undertaken in this unit.

Certain employment conditions, roles and assignments will require translators and interpreters to have NAATI accreditation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

This unit applies to translators who undertake a range of quality assurance checks of a translated text for original translators, clients or commissioning service providers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to quality assure translation	1.1. Identify and confirm work requirements, performance expectations and end use of text. 1.2. Obtain and review source and translated text files and associated documentation and determine personal competence and willingness to undertake assignment. 1.3. Obtain resources and select and prepare tools and equipment.
2. Compare translated text to source text	2.1. Analyse source text and identify subject and key elements. 2.2. Compare translated text to source text for accuracy, fidelity and appropriateness to end use, and identify and resolve translation difficulties and transfer errors. 2.3. Check coherence of translation to ensure logical structure. 2.4. Undertake further research and seek assistance from appropriate persons where required, and record findings and decisions in glossary, citing sources.
3. Propose amendments to translation	3.1. Discuss proposed corrections to text with appropriate persons according to established procedures and code of ethics. 3.2. Provide advice to the original translator within level of expertise and in response to questions. 3.3. Make revisions to text using an agreed process and ensure amendments are visible and queries resolved. 3.4. Annotate text where necessary and give clear instructions to desktop publisher where required. 3.5. Evaluate translation fitness for purpose and resolve outstanding issues.
4. Submit quality assured translation	4.1. Provide checked translation to client in line with agreed arrangements and confirm that it meets client requirements. 4.2. Retain copy of checked translation and associated documentation for future reference, according to privacy and business protocols. 4.3. Seek feedback from relevant persons and explore process improvement strategies

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
 - evaluate accuracy, consistency and equivalence of translations
 - interpret and apply quality assurance parameters while checking translations
 - interpret and apply style and procedural guides, glossaries and reference material
- communication skills to:
 - consult effectively with clients and colleagues
 - establish agreed processes and outcomes with clients
 - impart knowledge through verbal and written means
- interpersonal skills to:
 - facilitate change for greater integrity of translations
 - interact with a wide range of people from culturally and linguistically diverse backgrounds
 - negotiate and confirm work requirements, performance expectations and agreed approach
 - provide advice and present options and consequences in a sensitive manner
 - language skills of the opposite language of the original translator to:
 - check translated text
 - identify and resolve translation difficulties
 - learning skills to extend knowledge of topic and terminology where required
- literacy skills to:
 - read and apply instructions concerning work requirements
 - use workplace information, including assignment style guides and glossaries
 - organisational skills to prepare and administer documentation, including implementing version control procedures
- problem-solving skills to:
 - address discrepancies between source text and translated text
 - consider solutions to translation problems
 - respond to client expectations
- research skills to:
 - make critical use of references
 - source information to assist in quality assurance task
- self-management skills to:
 - ensure suitable work environment, including adequate ambient light, own physical comfort and ergonomic work practices
 - prepare and use assignment-specific checklist

- prepare resources, tools and equipment suitable to task
- remain objective and impartial throughout process
- teamwork skills to collaborate with original translator in producing final version of translated texts
- technical skills to:
 - apply linguistic, cultural, general and subject knowledge to task
 - select and use suitable resources, techniques and equipment
- technology skills to:
 - use communications technology for translation, recording, file management, version control and tracking purposes
 - for Auslan, use video recording, reviewing and editing equipment
 - time management skills to ensure translated text is checked and returned within required timeframes

Required knowledge

- business requirements related to recording information and administering files
- communication techniques to ensure:
 - productive collaboration with original translators
 - understanding of client needs, agreed approach and end user requirements
- limitations of work role, responsibility and professional abilities
- privacy and confidentiality requirements
- professional procedures, ethical practices and business standards
- quality assurance parameters relevant to task
- translating theories and techniques, including principles of:
 - formal/dynamic translation
 - literal/free translation
 - form-based/meaning-based translation
 - direct/oblique translation
- research methods to source information that will clarify content issues
- source and target languages to meet target text requirements
- subject, specialist area and culture-specific knowledge relevant to topic of translation
- tools and equipment relevant to task

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms the ability to check and improve the translated text of another translator, including:

- ensuring that content is accurate, complete and correctly targeted to its intended end use
- retaining the original translator's preferred writing style and the meaning of the source text
- undertaking preparations needed for an effective quality assurance process
- analysing translated texts to ensure they meet established requirements
- liaising with original translator and other appropriate persons
- providing and seeking advice in a sensitive manner and within level of personal expertise
- using technology to prepare and submit final product within suitable timeframe and according to established agreement

Context of and specific resources for assessment

Assessment of this unit of competency will make use of scenarios, case studies, experiences and, where possible, examples of interactions with colleagues and clients which illustrate a range of skills and strategies for quality assuring translations.

Resources for assessment include:

- range and representative sample of original translated text and revised text
- examples of assignment contracts, conditions and documentation
- examples of translator and client feedback
- opportunities to observe and question the quality assurance process
- opportunities to observe the use of and outcomes from translating technology

This competency is ideally assessed on the basis of evidence provided by professional assignments, but may also be assessed using a range of documents which simulate realistic assignments.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Work requirements may include:

- size and nature of assignment
- timeline and key deliverables, including reporting requirements
- formatting or text processing requirements
- certification requirements
- confidentiality requirements
- style and content requirements
- use of client glossary

Performance expectations may include:

- procedures and protocols for checking and annotating translation
- process for collaborating with original translator, including contact person for clarification or assistance

End use of text may include:

- certification
- publication
- special-purpose text

Checklist may include:

- items relating to written or verbal client brief or procedural guide
- minimum task requirements
- technical, subject and language-specific requirements

Tools and equipment may include:

- computer and relevant software, including virtual networking or collaboration media
- translating technology
- electronic and hard copy dictionaries and glossaries, including specialist glossaries
- video recording, reviewing and editing equipment
- optical character readers
- procedural guides
- style guides or manuals
- thesaurus
- voice-operated keyboard

Key elements may

- linguistic, cultural and situational elements

include:

- context
- purpose
- register
- style
- source

Need to ***clarify issues***
may arise from:

- cultural issues and concepts
- linguistics
- syntactic structure and grammatical ambiguities
- terminology

Appropriate persons may
include:

- client or commissioning service provider
- content or language specialists
- identified contacts for task
- original translator

Agreed arrangements
may include:

- checked text with revisions accepted
- checked text with amendments visible
- required format and layout
- required timeframe

Unit Sector(s)

Not applicable.

Competency field

Translating and Interpreting.